

One Council Programme

Aims

- To support the provision of coordinated, efficient, high quality services to residents
- To meet our financial challenges
- To grow and develop our teams to enable long term progress and strategic planning



Principles

Establish line of sight to strategic outcomes

Delivery in Partnership

Proactively manage demand

Efficient and effective ways of working

Digital delivery

Customer focused

Empowering people

People



One Council, One Borough.

Our Mission: We meet the needs of our communities by empowering and enabling our people to deliver on shared goals

Our Values

Empowering and enabling our staff

We create a supportive environment where our people can grow and innovate.

We create space for everyone to improve, develop and learn

We have trust and respect for each other

Performing well and getting things done

We have a clear focus

We are accountable for our actions

We celebrate our successes

Working Together

We understand the common purpose

We work better together

We believe everyone's contribution matters

People First

People are happy to speak up, constructively challenge and feel safe in doing so

People are equally valued, supported and encouraged

We respect our differences

Achievement

Individuals, teams and the organisation are expected to deliver

We make a difference

We know how our actions benefit the Borough

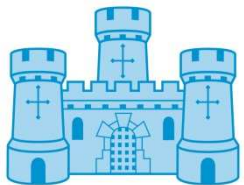
Shared Goals

People think and collaborate across organisational boundaries

People share ideas well and work as one team

People care about and support each other's successes

Our Culture



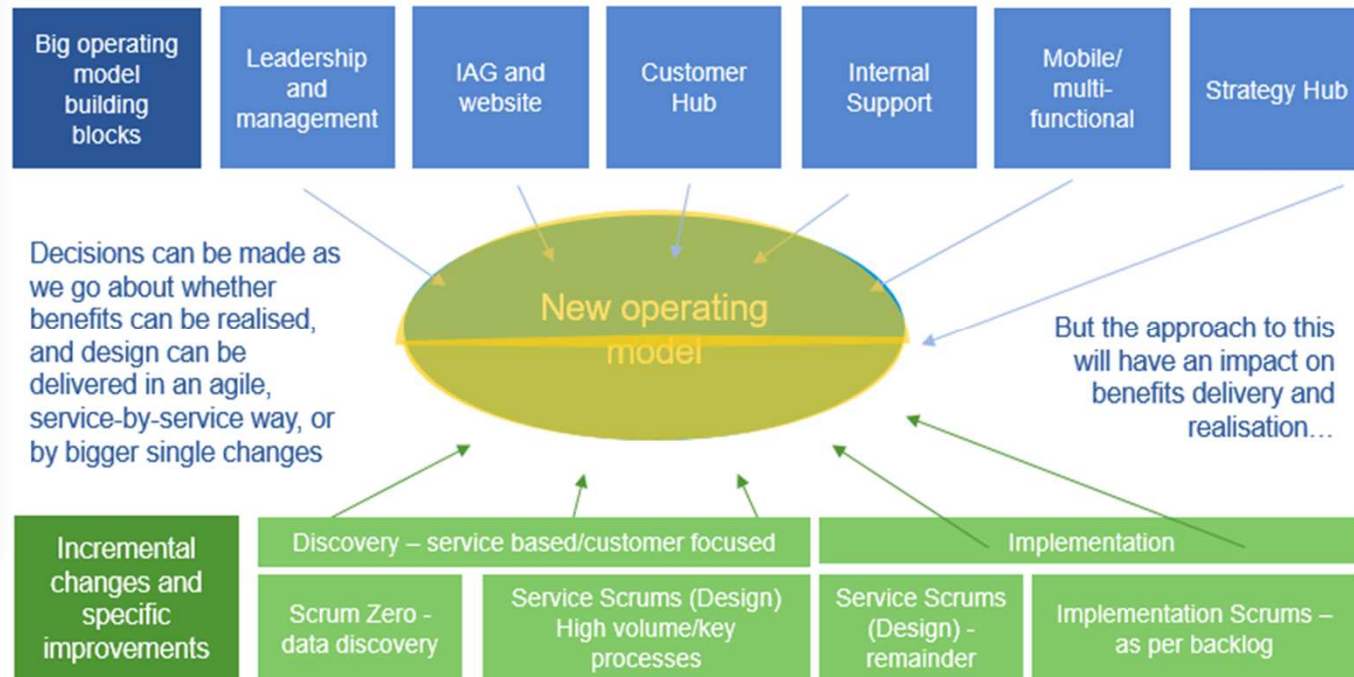
**NEWCASTLE
UNDER LYME**
BOROUGH COUNCIL

Cultural and Values

cultural transformation

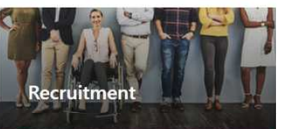
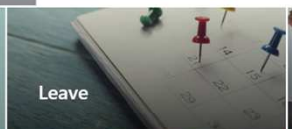
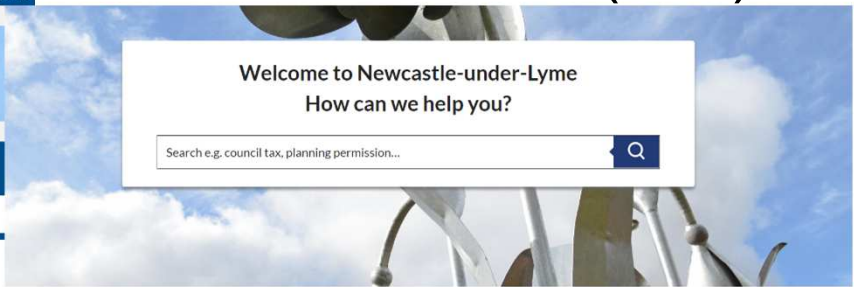
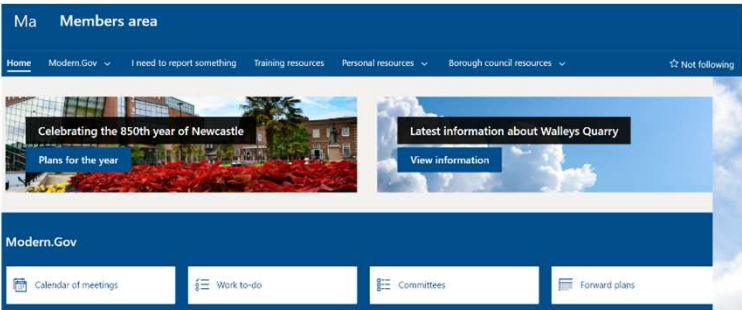
Future Operating Model

Thematic focus for the FOM; starts with the high level design and then takes what is coming as requirements from below and tests and iterates ideas and designs. Also takes top-down systematic approach to considering and implementing operating model change



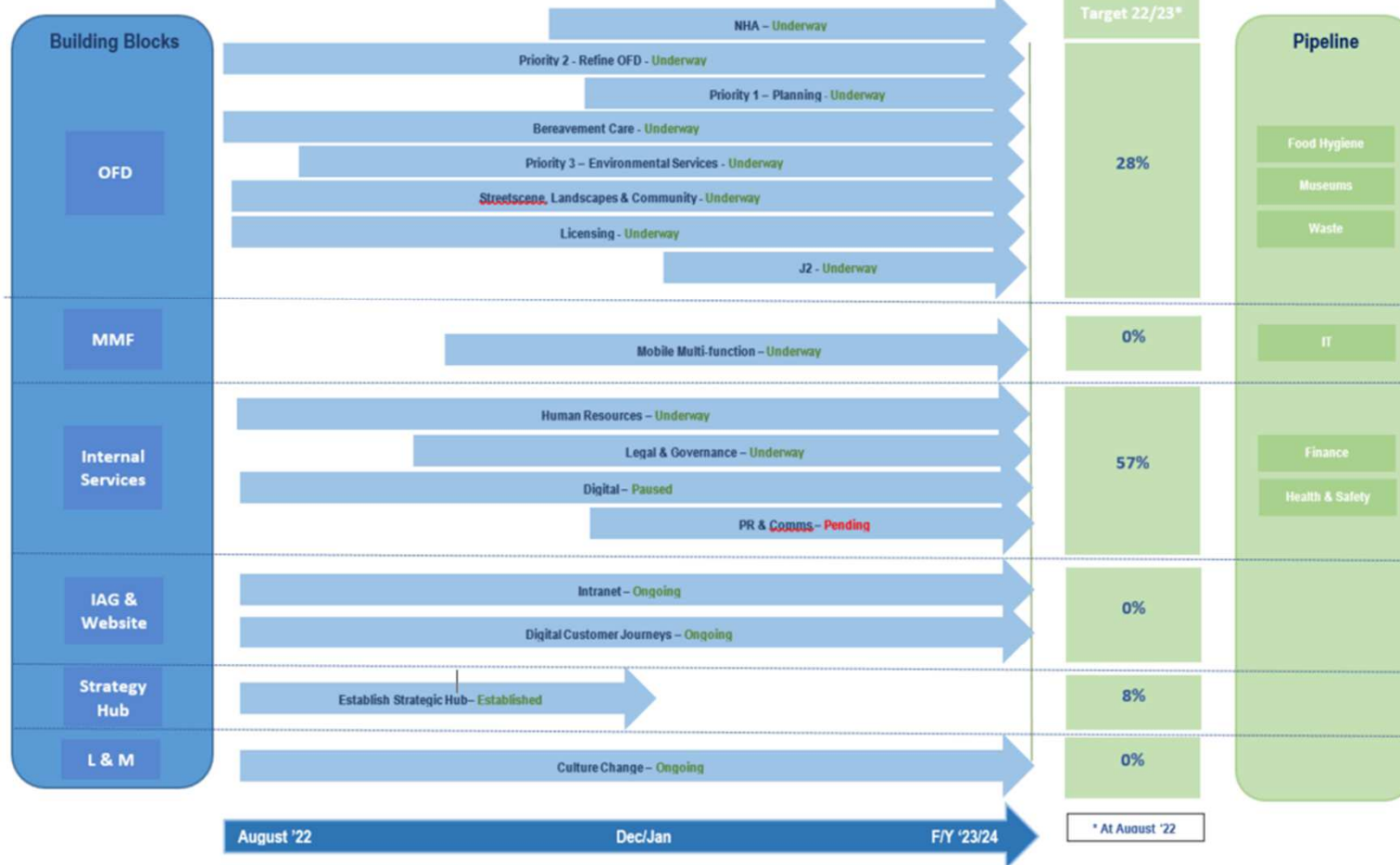
Agile and iterative delivery – scrum approach (incl. customer journeys): keeps momentum; builds operating model from the bottom up; will enable movement towards a target operating model

Information, Advice and Guidance (IAG)



Timeline

One Council – High Level Timeline Visual



One Council, One Borough.

Programme	A) How can OFD support & deliver	B) Improve business processes
Approach:	C) Refine KPIs & measurement	D) Digitise & automate

Mission: We meet the needs of our communities by empowering and enabling our people to deliver on shared goals.

One Council Overview

% COMPLETE

77%

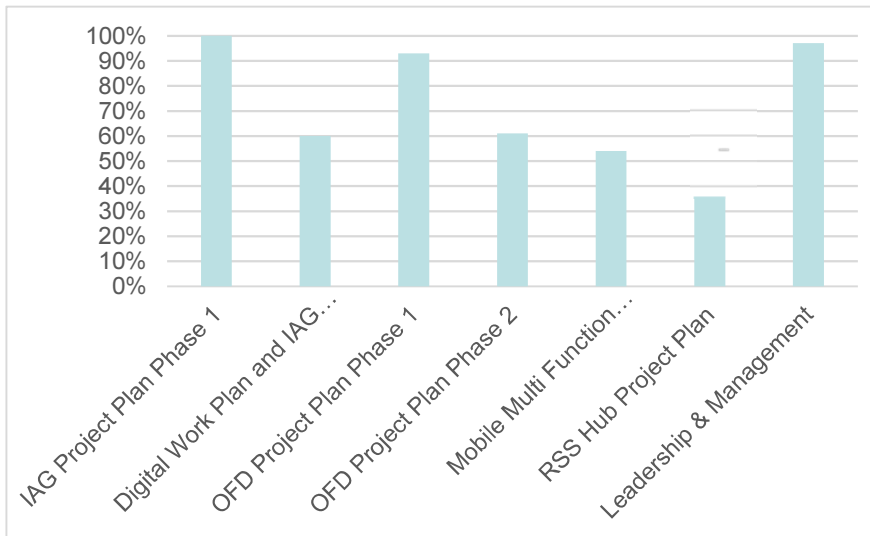
*Based on number of tasks to date, as more tasks are identified to complete programme % of completion may change.

% COMPLETE

Status for all top-level tasks.

IN PROGRESS TASKS

Tasks that are currently being worked on



Name	Start	Finish	Duration	% Complete
Digital Work Plan and IAG Project Plan Phase 2 - V2	Mon 01/11/21	Fri 23/12/22	300 days	60%
OFD Project Plan Phase 1	Mon 18/01/21	Fri 31/03/23	575 days?	93%
OFD Project Plan Phase 2	Fri 01/10/21	Mon 04/12/23	567 days?	64%
Mobile Multi Function Project Plan	Thu 28/10/21	Fri 01/09/23	482 days	57%
RSS Hub Project Plan	Wed 22/09/21	Mon 01/04/24	659 days	36%
Leadership & Management	Mon 30/08/21	Tue 30/04/24	697 days	97%
Benefit Drops	Wed 27/10/21	Fri 31/03/23	373 days	60%

Mobile Multifunction Team (Neighbourhood Delivery)

- The Challenge: Disparate approach to enforcement activity in neighbourhoods and town centres, sub-optimal partnership working, limited effectiveness, lack of sustainable solutions
- The Solution: Create a cohort of multi-skilled field-based enforcement operatives supported by specialist caseworkers and partners to provide a visible, responsive service and community reassurance

MMF – Benefiting the Borough

- grouped environmental enforcement and community safety activity into a single team and commenced the process of cross-skilling.
- Partners have been engaged and involved in reviewing and redesigning processes to improve communication, co-ordination, responsiveness and effectiveness.

MMF - Sustaining the benefit

- Sustaining the Approach: Training and coaching programme to continue to develop and broaden skills, qualifications and experience; continuing data analysis to identify community demand and prioritise agile resource deployment; continuing partner engagement and involvement to share resources and co-ordinate responses

MMF – Continuous Learning

- Pace of change and finance is a challenge; cross-skilling requires investment in people and training; appetite of partners is positive; communication to community is crucial to build confidence

MMF – Next Steps

- Restructure the team to align with identified priority work areas (flytipping/FPNs/CBOs)
- “Right size” the budget for the team, including efficiency savings from vacant posts
- Design and commence a training/coaching programme to cross-skill the team
- Develop and implement a joint communications protocol with partners
- Identify future fleet and equipment requirements and commence procurement
- Identify options for IT system support and field-based hardware/software and commence procurement
- Begin to transition licencing enforcement activities into the Licencing team

One Council Investment and Savings

Target Savings £1.173m
(revised from £1.022m)

Investment in the programme:

Recurrent Savings:

- £1.230m
- £0.797m (achieved)
- £0.250m (in plan)
- £0.126m (remaining)



ieese
Awards

BRONZE
Winner
2023

The Public Sector Transformation Awards